TDC Business Terms and Conditions
- for the sale of hardware and accessories
July 2026

1. Entering into the agreement

These terms and conditions apply to TDC Erhvervs's sale of goods. Agreements on the purchase of products from TDC Erhverv (hereinafter TDC) are finalized when the buyer receives an order confirmation of the purchase.

In the event of a conflict between TDC's other terms and conditions, these separate terms and conditions shall prevail.

2. Prices and booking

All prices are stated in Danish kroner excluding VAT, taxes, delivery and handling costs, etc., unless otherwise specifically stated.
TDC is entitled to restrict the sale of campaign or promotional products, including, for example, limiting the number of permitted purchases of a particular item.

TDC is subject to the rules on reverse charge of VAT in the event of Domestic trade between two Danish companies. For products covered reverse charge of VAT on domestic trade, the Buyer is liable to to pay VAT in accordance with the rules in force at any given time, which is why TDC do not charge VAT for these products. The products covered are clearly and separately stated on TDC's invoice to the buyer with an endorsement stating "reverse charge, the buyer settles the VAT" or equivalent. Reverse charge for VAT includes mobile phones, integrated circuit devices, game consoles, tablet PCs and laptops. If it subsequently transpires that the products sold are not subject to reverse charge, TDC reserves the right to charge VAT on the products sold. The buyer guarantees TDC that the VAT is settled in accordance with the relevant rules.

Smartphones, tablets, computers and hard drives (storage media) are media remuneration, as compensation for the legal private copying. Remuneration is only imposed on sales to private individuals or companies that resell the learning medium to private individuals. If you as a business customer want to purchase storage media for business purposes, you must be approved by Copydan KulturPlus to be exempt from the blank media remuneration. As a distributor of storage media, TDC is obliged to charge blank media remuneration and make payments to Copydan for all customers who are not approved by CopyDan KulturPlus.
Thus, the sale of a storage media is subject to a blank media remuneration in accordance with the tariffs in force, unless the customer provides the approval number to TDC.

3. Payment and fees

Payment can be made by bank transfer or by using Dankort, Visa/Dankort,

2

Visa, Mastercard or Eurocard.

Payment by credit card is subject to the card issuer's terms of use.

For purchases made on the website https://tdc.dk/shop, payment can only be made using Dankort, Visa/Dankort, Visa, MasterCard or Eurocard.

For purchases made on the website, https://tdc.dk/shop the amount will be deducted order when the order is accepted.

Payment must be made no later than the date stated in the order confirmation or invoice as the last due date for payment ("due date")

If payment is made after the due date, TDC is entitled to calculate interest in the outstanding debt at any time from the maturity date at 2% per year. In addition, a collection fee/reminder fee of DKK 100 will be charged.

If delivery is postponed due to the buyer's circumstances, the buyer is – unless TDC has notified the buyer otherwise in writing – nevertheless obliged to make any payment to TDC as if delivery had been made on time.

The Buyer is not entitled to set off against any counterclaims against TDC that have not been acknowledged in writing by TDC and is not entitled to withhold any part of the purchase price due to counterclaims by any art.

Rebates of any kind are granted only on condition of timely payment.

4. Delivery

DELIVERY of ITEM:
Unless otherwise agreed in writing with TDC, delivery will take place only in Denmark – excluding Greenland and the Faroe Islands.

The buyer pays any delivery costs.

Delivery is considered to have taken place by handing over to the carrier for the purpose of forwarding the product to the buyer.

Complaints about transport damage must be addressed to the transport company.

Unless otherwise agreed independently with TDC or the carrier, the carrier will, at its discretion, place goods at the curb, in a mailbox, in a reception or similar location. Special delivery requirements, including express delivery, scheduled delivery or delivery outside normal working hours, require a separate agreement and may result in additional costs for the Customer.

In the event of defective or delayed delivery, the Customer must contact TDC without undue delay.

5. Return Policy

Once TDC has issued a confirmation of purchase, the order cannot be changed or cancelled unless this has been agreed with TDC.

Products are only returned after prior written agreement with TDC.
The agreement states which product can be returned and at what price
The product is credited.

When returning the product, a copy of proof of purchase and a written return agreement must be provided with TDC is attached.

If the right of return is agreed, the buyer will bear all costs associated with return of the product, and the risk of the product remains with the buyer until TDC has confirmed that the product has been received in defect-free condition.
The right of return is conditional on the product being returned unused, in defect-free condition and quantity and in original unbroken packaging

6. Right of complaint

The right of complaint can only be asserted against TDC.
The Buyer's right of complaint corresponds to the rules in force at any given time for the right of complaint from TDC's subcontractors, which are specified in clause.

6.1. The Buyer cannot invoke any further right of complaint.

Complaints must be made within a reasonable time and no later than 8 days after the defect has been discovered or should have been discovered. Complains the buyer does not make a complaint in a timely manner,
The buyer's right to claim the defect lapses.

Complaints regarding mobile products can be made by contacting TDC on tel.: 70227021 or by email: 70227021@tdcerhvervscenter.dk. Complaints regarding other products can be made by contacting TDC on tel.: 44358000 or by email: kundecenteret@tdc.dk. Furthermore, all complaints can be made via TDC's website at the following link www.tdc.dk/kundeservice/generel-hjaelp/reparation-af-mobiltelefon: In the event of a complaint, defects must be stated and valid proof of purchase must be presented/attached.

TDC is entitled, at its own discretion, to make replacements or repair within a reasonable time. If TDC makes a timely replacement or rectification, the buyer is not entitled to terminate the agreement or demand compensation as a result of the defect. TDC is entitled to make a

or multiple remedies/replacements.

If replacement or rectification is not made in time, the buyer can cancel the agreement for in respect of the defective product or claim a proportionate refusal.
The right to complaint cannot be invoked if the buyer has used it delivered incorrectly, including disregarding guidelines from TDC or TDC's subcontractors, including user manuals, or if the buyer or a third party without TDC's consent has made changes or have intervened in the product.

If TDC finds that a product complained about is defect-free, TDC is entitled to invoice costs incurred by TDC in connection with testing and troubleshooting.

TDC cannot be held responsible for any lost data in phones or other equipment as a result of repairs, including delivery for repairs.

6.1 Right of complaint from TDC's subcontractors:

Producer	Unit	Battery	Charger	Other accessories
Apple	12 months.	-	12 months.	12 months.
Huawei	24 months.	12 months.	12 months.	6 months
Motorola	24 months.	12 months.	12 months.	12 months.
Nokia	24 months.	12 months.	12 months.	3 months.
Samsung	24 months.	12 months.	12 months.	12 months.
Sony	24 months.	12 months.	12 months.	12 months.
Doro	24 months.	12 months.	12 months.	12 months.
Rye gear	24 months.	12 months.	12 months.	6 months
Emporia	24 months.	12 months.	12 months.	6 months
OnePlus	24 months.	12 months.	12 months.	6 months

For subcontractors not mentioned above, a complaint period of 14 days applies.

For certain subcontractors, the customer can purchase an extended warranty or warranty as part of the order. Information about the options available at any time for purchasing an extended warranty or warranty can be obtained from TDC.

In cases where the customer does not expect to use the purchased goods within the warranty period, TDC recommends that the customer checks the functionality of the goods before the warranty expires upon receipt.

7. Force Majeure

Neither TDC nor the buyer shall be deemed liable to the other party insofar as the liability is due to circumstances beyond the control of the parties, including but not limited to lightning, power outage, flood, fire, war,

strike, lockout. This also applies to situations that affects TDC's subcontractors.

In the event of Force Majeure, the rights of the parties are suspended for a period of time up to a total of 90 days, after which each party shall be entitled to terminate the Agreement for the part of the agreement affected by Force Majeure.

8. Disclaimer

TDC retains title to the product until full payment has been received. Until ownership has been transferred, the purchased product must be properly maintained and stored in a safe and secure manner.

9. TDC's liability

TDC shall not be liable for damage to products manufactured by the Buyer in which TDC’s products are incorporated, nor for products in which such products manufactured by the Buyer are incorporated.

TDC shall not be liable for delays caused by circumstances relating to carriers, subcontractors, force majeure events, or the Customer’s own circumstances.

Any liability for damages on the part of TDC, regardless of the legal basis, including defects, deficiencies, delay, product liability, or otherwise, shall be limited to cases where TDC is proven to have acted intentionally or with gross negligence. Such liability shall not include indirect losses of any kind, including, but not limited to, loss of operation, loss of earnings, loss of profit, loss of data, loss of goodwill, or similar losses.

In any event, regardless of the basis of liability, TDC’s liability for damages shall be capped at 50% of the total remuneration payable under the agreement that has been breached, except in cases of product liability involving personal injury.

The exclusions and limitations of liability set out in this section shall also apply to any product liability incurred by TDC in its capacity as an intermediary supplier. To the extent that TDC may be held liable for product liability towards a third party, the Buyer shall indemnify and hold TDC harmless to the same extent as TDC’s liability is limited under these provisions.

10. Disputes

In the event of disagreement between the parties, any dispute shall be settled in accordance with Danish law.

The dispute may be brought by either party before the ordinary courts in Denmark in accordance with the applicable rules.

11. Contact

TDC Business
Teglholmsgade 1
0900 Copenhagen C
CVR no.: 40075291

For inquiries about mobile products, please contact TDC on tel. 70 22 70 21 or by email on 70227021@tdcerhvervscenter.dk.

For inquiries about other products, contact TDC on tel. 44 35 80 00 or by email on kundecenteret@tdc.dk.